MULTIMEDIA UNIVERSITY

STUDENT IDENTIFICATION NO

MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 2, 2019/2020

BHR2034 – HUMAN RESOURCE MANAGEMENT

(All Sections)

28 FEBRUARY 2020
9:00 a.m. – 11:00 a.m.
(2 Hours)

INSTRUCTIONS TO STUDENTS

1. This question paper consists of **2 pages**, excluding this cover page.
2. **Part A:** 10 True/False questions worth 2 marks each. Answer ALL questions. Total = 20 marks.
3. **Part B:** 4 Essay questions worth 20 marks each. Answer ALL questions. Total = 80 marks.
4. The total marks for this exam is **100 marks**.
5. Please write **ALL** your answers in the **ANSWER BOOKLET** provided.

Part A: 10 True/False questions. Answer ALL questions.

1) In small organizations, line managers frequently handle all personnel duties without the assistance of a human resource staff.

2) Human resource managers assist line managers with hiring, training, evaluating, rewarding, counseling, promoting, and firing employees.

3) Strategic human resource management means formulating and executing HR systems that produce the employee competencies and behaviors a firm needs to achieve its strategic aims.

4) Human resource practices, such as hiring based on selection tests, pay raises based on work performance, and training provided to new and experienced employees, contribute to a company's ability to achieve high-performance levels.

5) Observation as a job analysis data collection method is most appropriate for jobs that involve physical activities.

6) Some employers collecting job analysis information provide employees with pocket dictating machines and pagers to record activities at random times of the work day.

7) Personnel planning requires an estimation of personnel needs, the supply of inside candidates, and the likely supply of outside candidates.

8) When it refers to filling jobs like that of a maintenance clerk, personnel planning is called succession planning.

9) Selection tests must be validated in the organization that uses them regardless of the validity shown in other similar organizations.

10) Selection tests should be used as supplements to other tools like interviews and background checks.

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Part B: 4 Essay questions. Answer ALL questions.

Question 1

a) What are the four steps involved in the training process? (10 marks)

b) What is the difference between a task analysis and a performance analysis? What is the purpose of each in regards to training? (10 marks)

(Total = 20 marks)

Question 2

Describe the four basic types of appraisal interviews.

(Total = 20 marks)

Question 3

Sometimes managers need to reinforce positive behavior but cannot turn to a cash incentive to do so. Identify some positive reinforcement rewards that a manager could use on a day-to-day basis to reward employees.

(Total = 20 marks)

Question 4

Explain the meaning of ethnocentrism, polycentrism, and geocentrism and how those values might affect a multinational company's staffing policy.

(Total = 20 marks)

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